

JANIS E. CLEMENTS

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FACSIMILE TRANSMITTAL SHEET

TO:	Examiner Md S Elahce	FROM:	Janis E. Clements
COMPANY:	United States Patent and Trademark Office	DATE:	5/18/2005
FAX NUMBER:	(703)872-9306	TOTAL NO. OF PAGES INCLUDING COVER:	9
PHONE NUMBER:	(571)272-7536	SENDER'S REFERENCE NUMBER:	09/931,991
RE:	Office Action Response for Application No. 09/931,991	YOUR REFERENCE NUMBER:	AUS920010776US1

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

NOTES/COMMENTS:

3601 MOON RIVER ROAD
AUSTIN, TEXAS 78746
PHONE: (512)970-1639

PATENT
09/931,991

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Michael Wayne Brown

Serial No: 09/931.991

Filed: 08/17/2001

Title: HOLD QUEUE MANAGEMENT

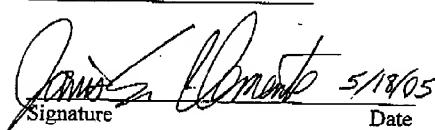
* Group Art Unit: 2645
* Intellectual Property
* Law Department
* Examiner: Md S Elahee
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* IBM Corporation
* Intellectual Property Law Dept.
* 11400 Burnet Road
* Austin, Texas 78758
* Customer No. 46,242

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CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence including the present Amendment, and accompanying Transmittal letters are being transmitted via facsimile to USPTO, Group Art Unit 2645 at facsimile number 703-872-9306, and to the attention of Examiner Md S Elahee on May 18, 2005.


Signature 5/18/05
Date

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Dear Sir:

AUS920010776US1